Electric Height-Adjustable Table Assembly

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Important safety instructions

When using an electrical furnishing, basic precautions should always be followed, including the following:

This furnishing is made for commercial use only.

Read all instructions before using this furnishing:

DANGER

To reduce the risk of electrical shock:

1. Always unplug this furnishing from the electrical outlet before cleaning.

WARNING

To reduce the risk of burns, fire, electric shock, or injury to persons:

1. Unplug from outlet before putting on or taking off parts.
2. Close supervision is necessary when this furnishing is used by, or near children, invalids, or disabled persons.
3. Use the furnishing only for its intended use as described in these instructions. Do not use attachments not recommended by the manufacturer.
4. Never operate this furnishing if it has a damaged cord or plug, if it is not working properly, if it has been dropped or damaged, or dropped in water. Return the furnishing to a service center for examination and repair.
5. Keep the cord away from heated surfaces.
6. Do not use outdoors.
7. Use only SJT 18 AWG cord.
8. Risk of injury. Maximum load 75 pounds.

To reduce the risk of electric shock, this furnishing has a polarized plug (one blade is wider than the other). This plug will fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician to install the proper outlet. Do not change the plug in any way.

Note – servicing is only to be performed by an authorized representative.

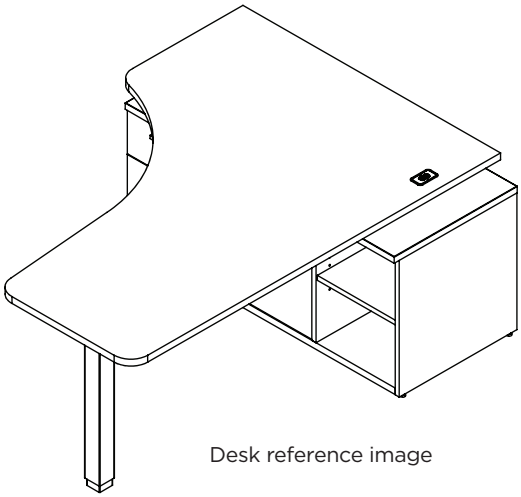
Servicing of double-insulated products

In a double-insulated product, two systems of insulation are provided instead of grounding. No grounding means is provided on a double-insulated product, nor is a means for grounding to be added to the product. Servicing a double-insulated product requires extreme care and knowledge of the system, and is to be done only by qualified service personnel. Replacement parts for a double-insulated product must be identical to the parts they replace. A double-insulated product is marked with the words “DOUBLE INSULATION” OR “DOUBLE INSULATED”. The symbol (square within a square) is also able to be marked on the product.

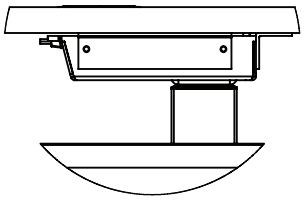
Save these instructions

Height-adjustable sweep top desk assembly instructions:

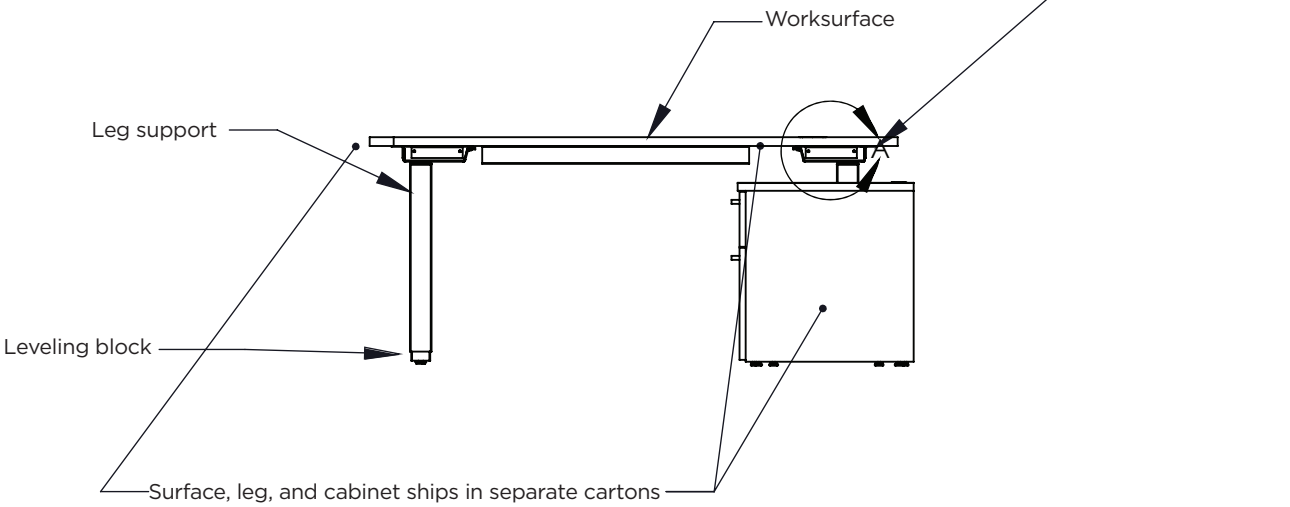
1. Place worksurface bottom side up on a non-marring surface.
2. Bolt three L -brackets to the side and back of the motors.
3. Attach the post leg to the end surface by screwing into the pre drilled holes in the top.
4. Add the leveling block to the bottom of the leg.
5. Flip the table over and set it on the base cabinet legs. Proceed to hook up the power to the three height adjustable cabinet legs
6. Carefully raise the top for easier access to attach the base cabinet legs to the pre drilled holes in the bottom of the worksurface



Desk reference image

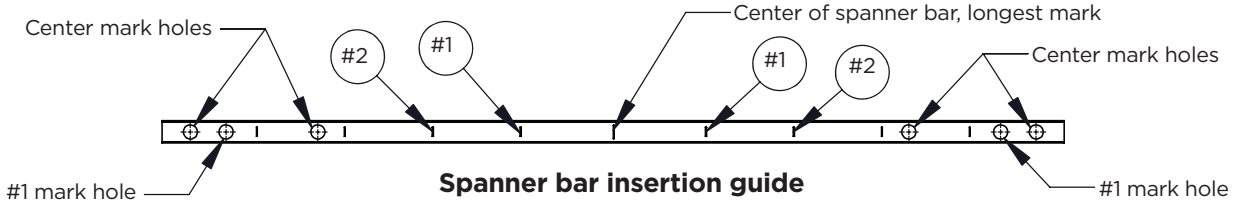


Cabinet leg detail

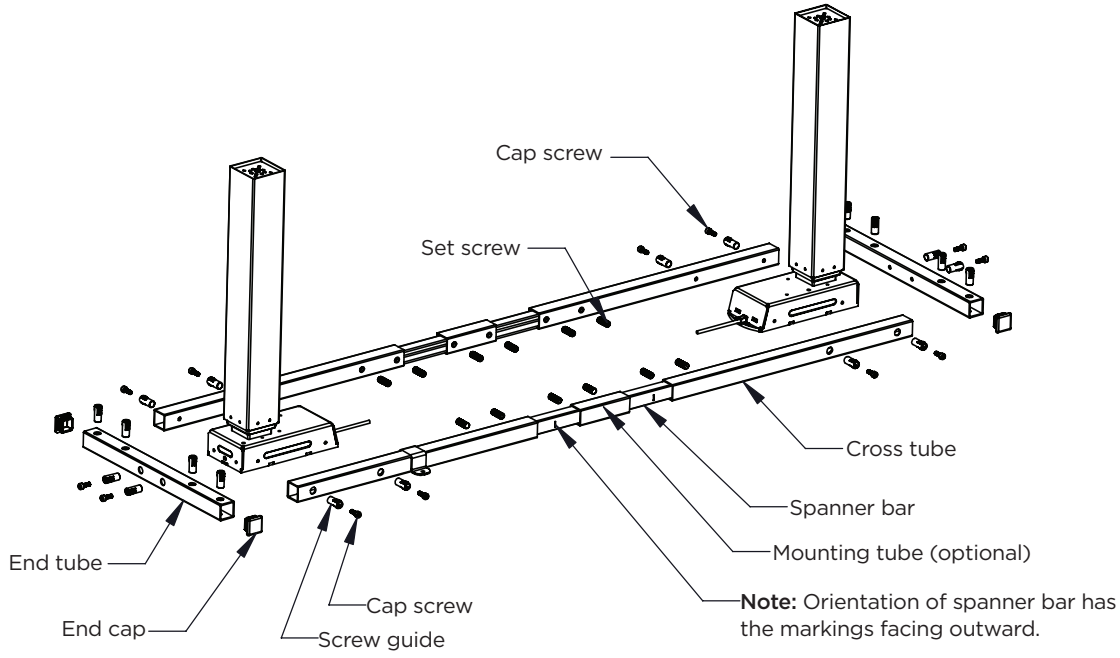


Height-adjustable frame assembly instructions:

1. If worksurface has pre-drilled holes, locate the end tubes with the holes to determine how wide the frame assembly is and go to step 3.
2. Determine the width of the worksurface and refer to the "Spanner bar insertion guide" view
   - Center mark is for worksurface 48" to 54" wide.
   - #1 mark is for worksurface 54.0625" to 66" wide.
   - #2 mark is for worksurface 66.0625" to 72" wide.
3. If using the Center or #1 mark, you have to insert the spanner bar into the cross tubes before doing anything else. There will be holes in the spanner bar that align with the holes in the cross tube. If using #1 or #2 mark, slide the mounting tube onto the spanner bar before sliding the spanner bar into cross tube.
4. Assemble screw guides into end and cross tubes. Assemble end caps into end tubes.
5. Assemble the spanner bar with the cross tubes and mounting tube (optional) by tightening the set screws.
6. Attach the cross tubes and end tubes to the leg with cap screws.



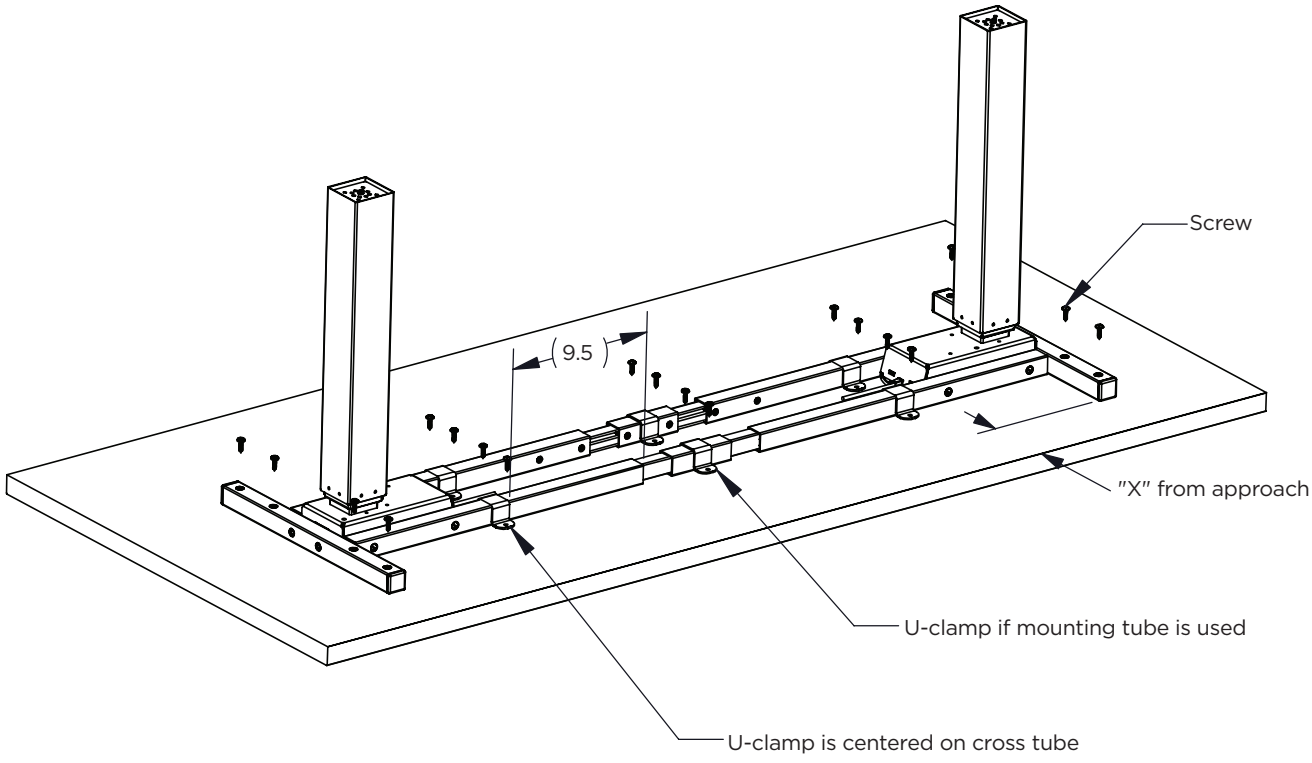
Spanner bar insertion guide



Height-adjustable frame attachment

1. Place worksurface bottom side up on a non-marring surface.
2. If worksurface is pre-drilled, align frame assembly with the holes and go to step 4.
3. Center frame assembly in the width of worksurface.
   - For 30" deep worksurface "X" dimension is 7.125" for center foot and 4.125" for offset foot.
   - For 22" deep worksurface "X" dimension is 3.125" for center foot and .125" for offset foot.
4. Attach base assembly to worksurface using screws in each end tube.
5. Locate a U-clamp on each cross tube approx 9.5" from end of cross tube to edge of U-clamp and attach with screws. (Optional) place a U-clamp centered on each short mounting tube and attach with screws.

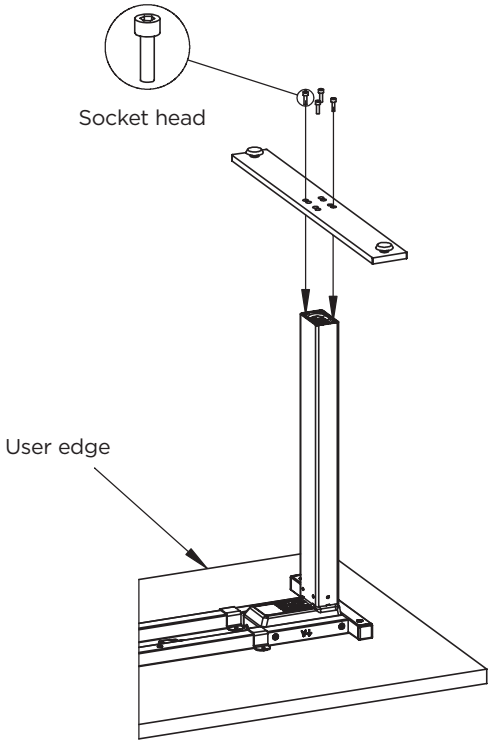
User side has pre-drills for control panel



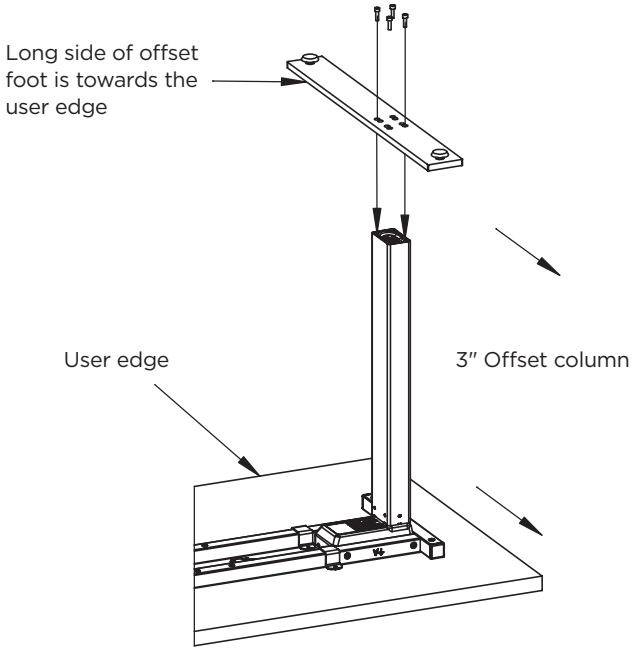
Electric height-adjustable foot assembly (Rectangular Tables)

Rectangular or square columns

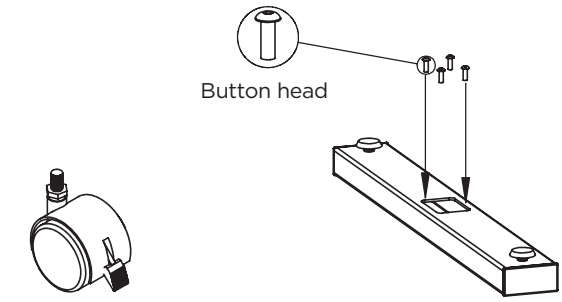
1. Align bolt holes in feet with threaded holes in the bottom of columns. Feet are bored so they work with rectangular columns or square columns.
2. Attach flat feet to columns using (4) M6x20MM socket head cap screws per column.
3. Attach tubular feet to columns using (4) M6x16MM button head cap screws per column.
4. If using optional casters, remove levelers from feet and screw in casters. Use a wrench to tighten casters.



Center column
(Flat foot shown)



Offset column
(Flat foot shown)

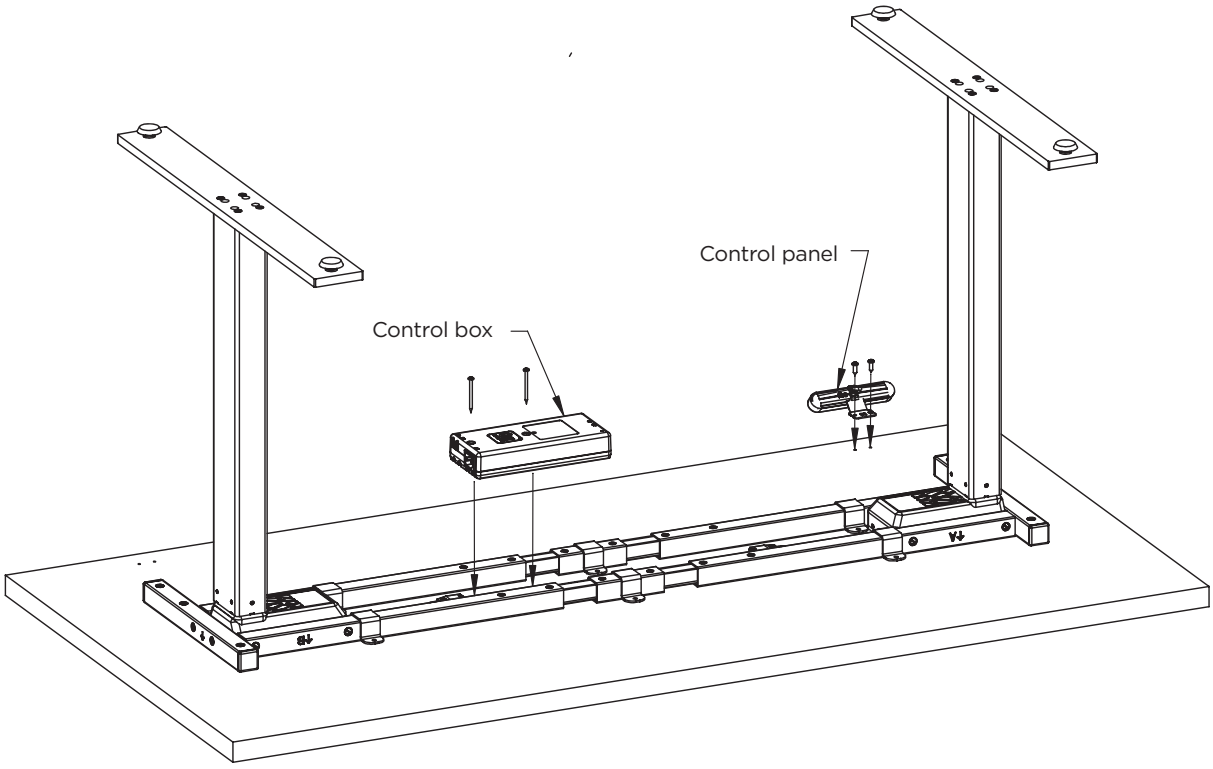


Optional caster

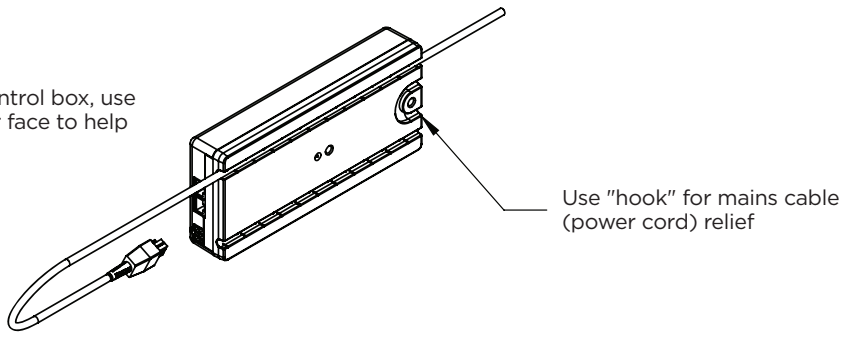
Tubular foot

Rectangular or square columns (Rectangular tops)

1. Locate the control box between the cross tubes of the frame assembly and attach with screws.
2. Locate the control panel in the desired location and attach with screws

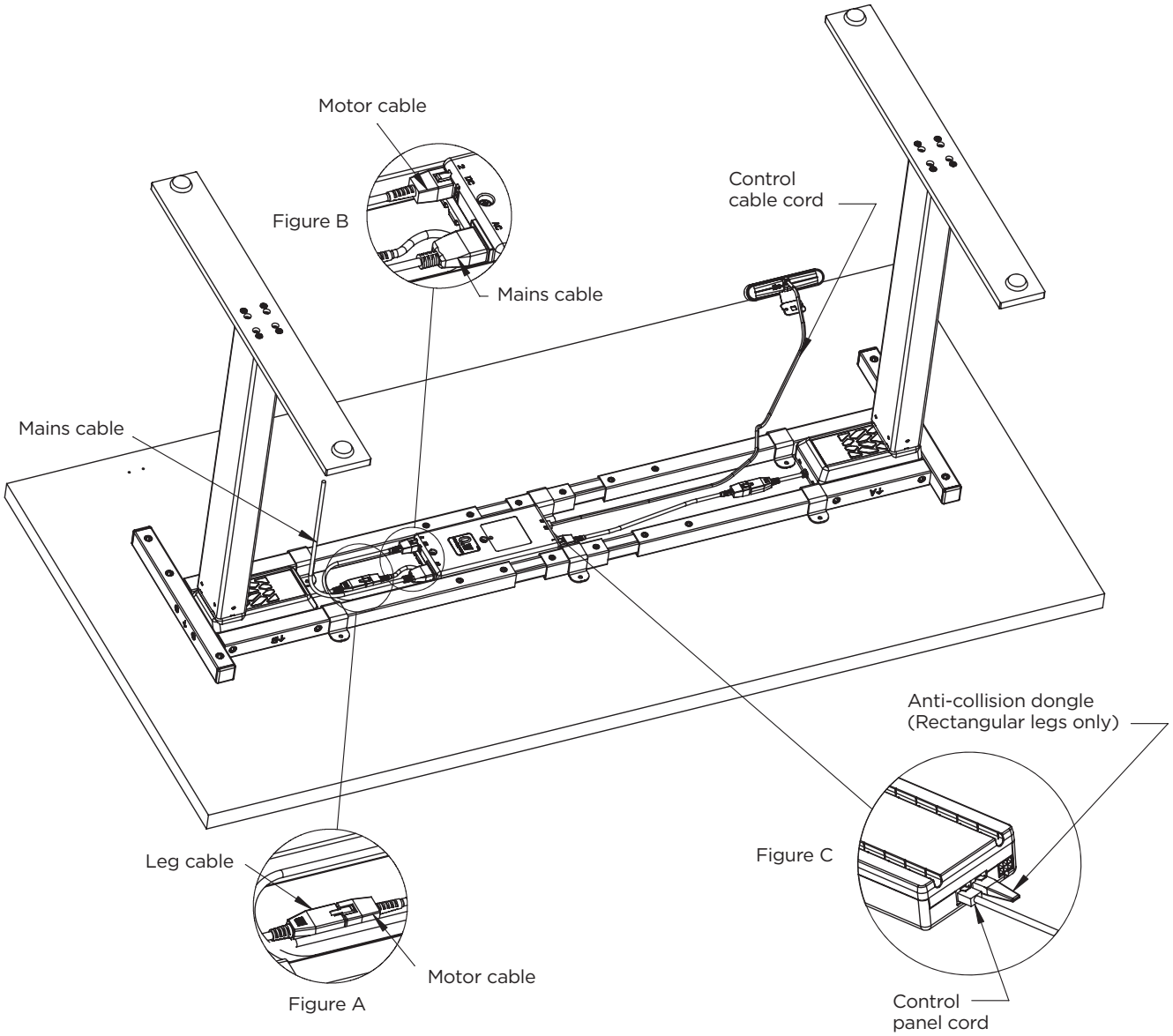


Note: When attaching control box, use the grooves on the upper face to help manage motor cables.



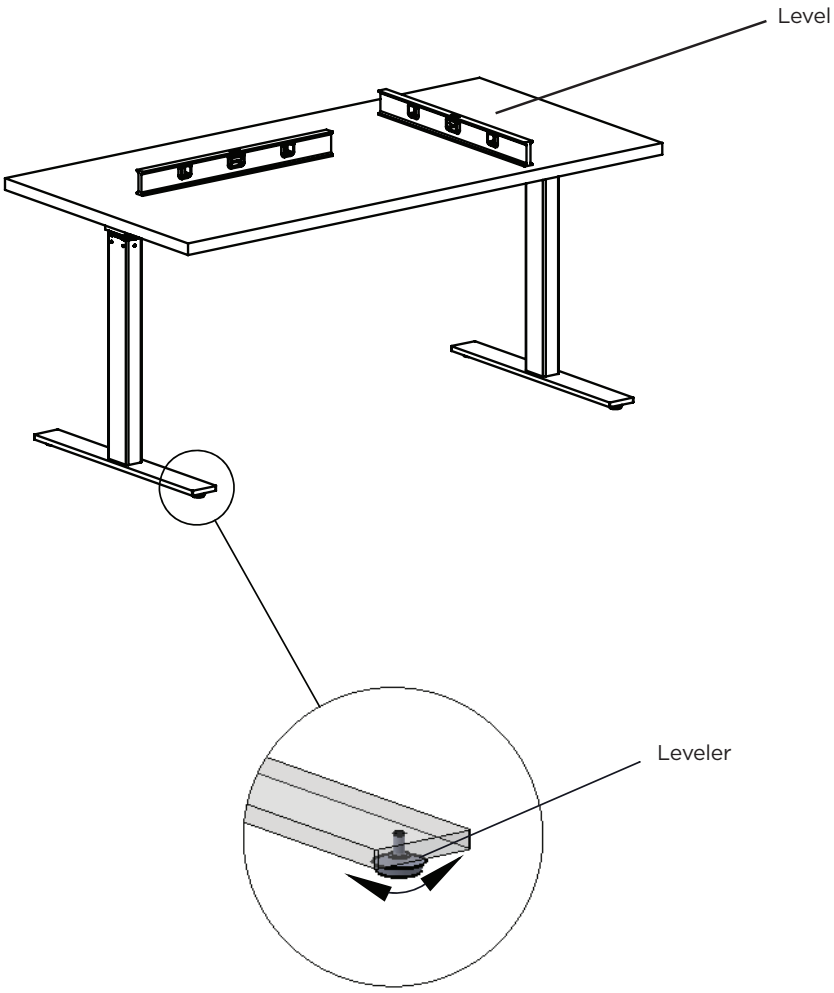
Rectangular or square columns (Rectangular tops)

1. Snap together motor cable ends and leg cables. (Figure A)
2. Plug the other end of the motor cable to the control box.
3. Plug control panel cord into control box.
4. Install anti-collision dongle next to control panel cord. (Figure C)
5. Last, plug in mains cable to control box.
6. Secure cables using provided cord clips and velcro strips.

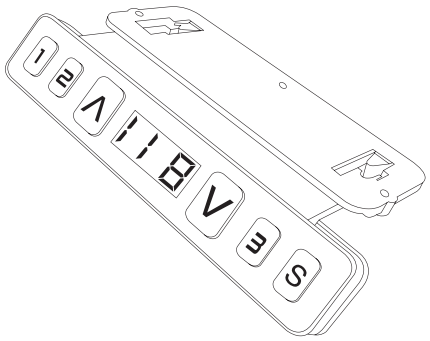


Leveling height adjustable table

1. Table must be completely leveled before use.
2. Adjust levelers by turning them in or out.
3. Table must be level from side to side and front to back.



Basic height-adjustable functions:



1. Panel
    - 1 Button: Preset 1
    - 2 Button: Preset 2
    - 3 Button: Preset 3
    - S Button: Select
    - Display: Reads in 1/2″ increments
2. Initialization procedure

The initialization procedure must be completed before the first running table after the table is installed or parts replaced.

- Press and hold & simultaneously for more than 3 seconds, the legs begin to move down at half speed of normal operation.
- Keep pressing the & , notice the legs move down to the lowest position and rebound 2-5 mm, then stop.
- Then release & together, the initialization process is complete.

3. Move up & down
    - Press and hold and the legs move up.
    - Release and the legs stop.
    - Press and hold and the legs move down.
    - Release and the legs stop.
4. Set memory positions
    - Press and hold & , then release and run the legs to the position you want the table surface to be.
    - Click button S, and then click button 1, 2, or 3 within next 3 seconds, this is how you save the positions.
5. Move to the memorized positions
    - Press and hold the button 1, 2, or 3, and the legs will return to corresponding positions saved.
6. Verify the display switch data to table height

Check the switch display format in inches or centimeters and toggle to the unit you like and match to the actual measurement. In inches format, the minimum adjustable height is 0.5″, while in centimeters format is 1 centimeter.

- Set the table at any height (recommended at the bottom position), measure the table actual height and write down the number in inches or in centimeters.
- Press and hold the button S, then press and hold , keep for about 3 seconds. The first number should start flashing on the screen.
- Release the buttons and click on either or to change the first number. The first number is being increased or decreased to the first number you measured.
- Click button S and the second number should start flashing on the screen.
- Click or to change the number, the second number is being increased or decreased to the second number you measured.
- Click button S, the third number should start flashing on the screen.
- Click or to change the number, the third number is being increased or decreased to the third number you measured.
- Click button S, completed.

Trouble shooting guide:

Each base must be initialized prior to use

- **Advise the user not to function their base until the base has been initialized!**
- **Initialization sets the legs to be even and will move the base to its lowest position.)**
- **Installer must assure that all cables are free to move adequately in order to assure full up/down motion of the table without binding, tightness, or pulling.**

Troubleshooting steps:

1. Base Initialization

a. Start out by asking the user to initialize the table base. Wait while the user initializes the base.

1. Check all cords to assure they are fully connected
2. Press and hold both the UP and DOWN, **simultaneously**. The legs will descend at half-speed of normal operation.
3. Continue pressing the down and up buttons. The legs will move down to the lowest position and will 'rebound' slightly. The rebound indicates that the base is initialized.
4. Release the up & down buttons. Initialization is complete.

b. Ask the user to cycle the table base 3 times to assure it is functioning well. The table may now be used.

c. If the initialization successfully reset the base, confirm with the customer that base must be reinitialized if power is disconnected. The handset should read the lowest height programmed at the initialized state. Then complete the call.

2. Disabling the Gyro

If Initialization has not resolved the issue, tell user that the next steps are to disable the Gyroscope.

a. Press and hold the S button for 5 seconds. Tell user that if the handset screen is flashing a series of dashes, they have successfully accessed the Settings menu.

b. Press the number 3 button on the handset. Tell user that this is to access the gyroscope sensitivity settings. User should see the letter G, followed by a dash and a blinking number.

c. Press the DOWN button until the blinking number reads 0 (zero).

d. Press and hold the S button for 3 seconds to apply the setting and back out of the Settings menu. Tell user that the gyroscope is now disabled and will need to complete the Initialization steps again.

e. Lead the user through the Initialization steps as above; Point 1. Base Initialization

3. Error Codes

If Initializing the base does not work, please ask the caller if any error code is displayed on the handset.

- **E01:** If error code E01, this indicates a leg error or column malfunction. Ask the user to disconnect and reconnect the leg cables, assuring that the end connectors are fully seated and secured with the built-in connector clip.
  - If a cable doesn't fully seat or is damaged, determine if the cable connector is damaged or the leg receptacle is damaged. Replace the damaged part and note the issue in the case. In the case, note the defective item and supplier. In the narrative, note the troubleshooting efforts and the replacement part/s to be sent.
  - Lead the user through the Initialization steps as above; Point 1. Base Initialization

Trouble shooting guide:

- **E03:** If error code E03, this indicates the weight on the base is heavier than recommended. Ask user to remove weight from the table. Verify that the table is level and appears normal. Lead the user through the Initialization steps as above; Point 1. Base Initialization
- **E04:** If error code E04, this indicates a data error. Lead user through same troubleshooting steps as E01.
- **E05:** If error code E05, this indicates a button is stuck. Ask user to check the buttons in the handset. If a button is stuck, instruct user to press the button several times to loosen/reseat the button. If the button does not become free, replace the handset; note the defective item and supplier. In the narrative, note the troubleshooting efforts and the replacement parts to be sent.
- **E06:** If error code E06, this indicates an interruption of communication between the control box and handset. You should ask the user to remove and reinstall the handset cable in the Control Unit, assuring that the end connector is fully seated and secured with the built-in connector clip. If the connector will not fully seat and clip into the Control Unit, determine if the handset connector is damaged or if the Control Unit connector is damaged. Replace damaged item. If an extra handset is
- **E07:** If error code E07, this indicate the height of the table was incorrectly set. The handset needs to have the height readout reset.
    - **Lead the user through the Initialization steps as above; Point 1. Base Initialization. Tell user that following Initialization the base should now be at its lowest point. Tell user that the following steps will reset the height readout to match the actual height.**
    - **Simultaneously press the S and UP buttons for approximately 3 seconds. User should see the first digit of height readout blinking; the leftmost number.**
    - **Press the UP or DOWN button to change the number to 0 (zero).**
    - **Press the S button. The next digit will begin to blink; the middle number.**
    - **Press the UP or DOWN button to change the 2nd digit down to 0 (zero).**
    - **Press the S button and the 3rd digit will begin to blink; the rightmost number.**
    - **Press the UP or DOWN button to change the 3rd and final digit to 0 (zero).**
    - **Press the S button one final time to apply the changes.**
    - **The height programming is now complete. If the E07 error persists, then you are to send out a replacement leg, note the troubleshooting efforts and the replacement parts to be sent.**
- **E08:** If error code E08, this indicates a damaged motor cable (leg cable). You should ask the user to confirm if any visible damage is done to the motor cable. If not, have them wait 5 minutes and then run through the initialization process. If there is damage to the motor cable, then it will need to be replaced with a new leg. In the narrative, note the troubleshooting efforts and the replacement part/s to be sent.
- **E09:** If error code E09, this indicates a Hall Signal Interference. If this occurs, you should ask the user to attempt Initializing the base and remove any interference above or below the surface which could interfere. If the initialization work, then it is solved. If the base will not initialize you are to send out a replacement leg, note the troubleshooting efforts and the replacement part/s to be sent.
- **E10:** If error code E10, this indicates a malfunction inside the control box. You are to ask the user to unplug the base from the main power source and let it rest for a minimum of 1-2 minutes. Then the user can plug the power back into the power source and attempt to initialize the base. This should fix it. If it does not; you are to send out a replacement control box, note the troubleshooting efforts and the replacement part/s to be sent.

- **E11:** If error code E11, this indicates a Power Adapter issue inside the control box. Ask user to unplug the power to the base for a minimum of 5 minutes. The user can then plug the power cord back in providing power to the base. If the base now works as expected, have the user Initialize the base. If the base is still showing an E11 error code after plugging the power cord back in, the control box will need to be replaced as the power adapter inside the control box is faulty.
- **E12:** If error code E12, this indicates a Gyro Sensor Malfunction. First ask the user to confirm the control box is tightly secured to the bottom side of the tabletop. Once they confirm it is, instruct the user to unplug the base from the main power source and let it rest for a minimum of 1 minute. Then the user can plug the power back into the power source and attempt to Initialize the base. If the base will not initialize, you are to send out a replacement control box, note the troubleshooting efforts and the replacement parts to be sent.

4. **If the table is not functioning and there is no error code, but the handset has power.**

   a. Check to see if the surface is level. Confirm that all legs are perpendicular, and that one leg is not at an angle after final placement of the table base. If the leg is bent (not straight) it may send a false signal to the Control Box and not function properly.

   b. Check to see if there is too much weight on the top of the table and remove excess weight

   c. Check all cords to assure they are fully connected

   d. Check to assure that there is no interference of the table with garbage cans, other tops, boxes or other items that can interfere with table movement.

   e. Once steps ‘a’ through ‘d’ have been taken, lead the user through the Initialization steps as above; Point 1. Base Initialization

Error Codes:

Error Code	Description	Possible Causes	Trouble-Shooting Measures
E01	Column malfunction	- Columns and control box are disconnected	1. Check if connection between columns and control box are loose. If Yes, please re-connect it securely. 2. Check if cable connector or column receptacle is damaged. If Yes, please replace it.
E03	Overload	- Tabletop plus weight above table is over rated load of control box	1. Remove the load (weight) from surface.
E04	Data Exception	- Control box working under sever environment; - Initialization interrupted;	1. Initialize table base.
E05	Key Stuck	- Key got stuck, then digital read out kept same for 30 sec., E05 showed up.	1. Press the key several times to get it free; 2. Replace the handset.
E06	Communication Interrupted	- Communication between handset and control box is interrupted and handset can not receive data for 5s	1. Please re-plug the handset securely into the control box and see if that works. 2. Please check if the receptacle in control box is good, if NOT, please replace control box. 3. If E06 still shows up, please consider to replace handset and/or control box.
E07	Handset Height Set Value too Small	- Height setting of handset smaller than min. height of the column	1. Height setting of handset must be bigger than allowed min. height of the column..
E08	Motor Short Circuit	- Motor cable damaged; - Motor damaged	1. Check if motor cable is damaged, if YES, replace it. 2. Power on and initialize the table. 3. If E08 still shows up, replace the motor or the column.
E09	Hall Signal Abnormal	- Hall signal counting abnormal	1. Initialize table base. 2. If E09 still shows up, replace the motor or the column.
E10	Drive abnormal	- Malfunction occurs inside control box	1. Cut off power source and cool down control box for at least 1 min., then initialize the table base. If malfunction still occurs, replace the control box.
E12	Gyro sensor malfunction	- The gyro sensor is malfunctional; - Inclined table top	1. Power off and then power on. Then initialize the table base. 2. Level the table top or place the control box on a horizontal surface.

If, after troubleshooting error codes E01-E03, the base is still not functioning, replace the Handset.

If, after troubleshooting error codes E04-E07, the base is still not functioning, replace the Control Unit.

Additional items to check:

Symptom	Check	Action	Complete?
The base does not run and there does not seem to be power to the handset	Is the main power cord connected to the control box?	• Assure all cables are firmly inserted into the control box, verifying that it is straight and fully seated. • Verify the plug is fully inserted in to the wall socket and that the socket has power • If another handset is available to you, connect it to the base if the table runs the nonresponsive handset is defective. If table remains unresponsive, connect another control box and initialize the base if functionality is restored then the nonresponsive control box is defective. Damaged parts can be replaced by contacting Customer Service at (800) 521-5381	
	Are all plugs mounted and inserted properly in the control box and in the leg receptacles?	• Remove and reinsert all connecting cables into each leg and into the control box. Verify that the connectors are straight and fully seated	
	Are there any visible damages on the cables, controls, control box or legs?	• If damaged, those parts must be replaced- contact Customer Service at (800) 521-5381	
The desk stops and can only run in the opposite direction	Is the desk in the full up or full down position?	• Reinitialize the base by pressing the up and down arrow keys at the same time until the base moves to its very bottom most position.	
	Is there anything that is interfering with the table base or work surface?	• Assure a gap of 1" around all moving parts, that no objects such as garbage cans or other items can come in to contact with the moving table.	
	Is there too much load on the desk, compared to previous working configuration?	• Remove some of the load from the table top then reinitialize by pressing the up and down arrow keys at the same time until the base moves to its very bottom most position.	
The desk won't run its fully intended travel range/ stopping at the same point.	Check to see that a new saved minimum/maximum stopping point wasn't created.	• Reset the memory to clear the settings by holding down the "S" button and then the "2" button on the keypad for 3 seconds or until the letter "C" appears on the screen indicating that the clearing operation is complete.	
One or more of the legs rise at different rates	Check connection cables **(unplug and re-insert connector)** between control box and legs are correctly connected and have no visible damage.	• If connection cables are fully connected (after unplugging and re-inserting connector) with no visible damage then reinitialize base and retry operation. • If table is still malfunctioning connect a different functional control box if possible and reinitialize, if normal operation is restored then the initial control box is defective. However if legs are still malfunctioning then they are defective and must be replaced. Malfunctioning parts can be replaced by contacting Customer Service at (800) 521-5381	

HANDSET SETTINGS

SETTING MEMORY SETTINGS
To set memory positions, please follow these steps:

1. Press and hold the UP or DOWN button to bring table to the desired height.
2. Press the “S” Button, then press the “1,” “2” or “3” buttons. The current height of the table will be saved in the selected position (1, 2 or 3).

TURN ON “1-TOUCH” FUNCTIONALITY:
This will allow the user to simply press and release the memory setting button for it to function; no longer needing to hold down the button for the duration of the stroke.

1. Press and Hold Down the “S” button for 5-7 seconds until --- appears on the digital screen. Let go of “S”
2. Press and Release the “1” button. The screen will display “H-0”.
3. Press the up “^” arrow so the screen now reads “H-1”.
4. Press the “S” button until the screen readout returns to the digital height reading.

SETTING MINIMUM HEIGHT

1. Press and hold the down button until it reaches the desired position.
2. Press and hold the “S” button, then press and hold the “1” button. Do this for at least 3 seconds.
3. The letter “L” will appear on the screen indicating that the position is now “locked.”

SETTING MAXIMUM HEIGHT

1. Press and hold the up button until it reaches the desired position.
2. Press and hold the “S” button, then press and hold the “3” button for at least 3 seconds.
3. The letter “L” will appear on the screen indicating that the position is now “locked.”

TO CLEAR SETTINGS

1. Press and hold the “S “button, then press and hold the “2” button. Do this for at least 3 seconds.
2. The letter “C” will appear on the screen indicating the positions are “clear.”

CHANGING THE HEIGHT READOUT

1. Simultaneously press the “S” and UP buttons for 3 seconds. The first digit will begin to blink.
2. Press the UP or DOWN buttons to change the number to the desired number.
3. Repeat the above sequence to adjust each digit.
4. Press the S button to apply the settings.

Trouble shooting guide:

SETTING MEMORY SETTINGS

To set memory positions, please follow these steps:

1. Press and hold the down OR up button to raise table to the desired height.
2. Press the “S” Button, then press the “1,” “2” or “3” buttons. The current height of the table will be saved in the selected position (1, 2 or 3).

SETTING MINIMUM HEIGHT

1. Press and hold the down button until it reaches the desired position.
2. Press and hold the “S” button, then press and hold the “1” button. Do this for at least 3 seconds.
3. The letter “L” will appear on the screen indicating that the position is now “locked.”

SETTING MAXIMUM HEIGHT

1. Press and hold the up button until it reaches the desired position.
2. Press and hold the “S” button, then press and hold the “3” button for at least 3 seconds.
3. The letter “L” will appear on the screen indicating that the position is now “locked.”

TO CLEAR SETTINGS

1. Press and hold the “S “button, then press and hold the “2” button. Do this for at least 3 seconds.
2. The letter “C” will appear on the screen indicating the positions are “clear.”

CHANGING THE HEIGHT READOUT

1. Press the “S” button and the up button for 3 seconds. The first digit will begin to blink.
2. Press the up or down button to change the number to the desired height.
3. Repeat the above sequence to adjust each digit.